

What is claimed is:

1. A CTI server comprising:

receiving means for receiving a call from a telephone terminal; and

analysis means for analyzing condition for the call from the telephone terminal to generate a parameter which represents a presumed psychological state of a customer using the telephone terminal.

2. A CTI server according to claim 1, further comprising:

icon creating means for creating an icon to visually display the presumed psychological state of the customer on a basis of the parameter; and

icon display control means for displaying the presumed psychological state of the customer by using the icon.

3. A CTI server according to claim 1, further comprising:

advice creating means for creating an advice on a basis of the parameter to indicate properly dealing with the customer; and

advice display control means for displaying the advice.

4. A CTI server according to claim 1, further comprising:

callback instructing means for analyzing a neglect data to indicate that the telephone terminal is to be called in a case that a number of incoming calls or a number of times that the call has been neglected in the neglect data for the call from the telephone terminal is equal to or more than a predetermined value, the neglect data being obtained when the call from the telephone terminal has been neglected and being information which represents the condition for the call from the telephone terminal.

5. A CTI server according to claim 1, wherein the analysis means analyses the condition for the call from the telephone terminal by using at least incoming call data obtained when the call from the telephone terminal has arrived, dealing data on dealing with the call from the telephone terminal, and transfer data on transfer of the call from the telephone terminal, each of which is information which represents the condition for the call from the telephone terminal.

6. A CTI server according to claim 1, wherein the analysis means generates a first and second parameters, the first parameter being based on information directly related to a psychological state of the customer concerning the call from the telephone terminal, and the second parameter being based on other information not directly related to the psychological state of the customer.

7. A CTI server according to claim 6, further comprising:
icon creating means for creating an icon to visually display the presumed psychological state of the customer on a basis of the parameter; and

icon display control means for displaying the presumed psychological state of the customer by using the icon,

wherein the icon creating means creates a first and second icons on a basis of the first and second parameters respectively, and

wherein the icon display control means displays the first and second icons.

8. A CTI server according to claim 1, wherein the analysis means creates information which represents condition for the call from the telephone terminal concurrently with ringing of the call and while the call is being dealt with.

9. A computer-readable program recording medium having a program recorded therein for implementing a CTI,

wherein the recording medium has the program recorded therein, the program causing a computer as the CTI server to execute:

a process of receiving a call from a telephone terminal;
and

a process of analyzing condition for the call from the telephone terminal to generate parameters which represents of a presumed psychological state of a customer using the telephone terminal.

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